Southern Stay
DISABILITY SERVICES

CONFLICT OF INTEREST DECLARATION
DISABILITY SUPPORTS & INTERMEDIARY SERVICES

Southern Stay Disability Services Inc. is a NDIS Registered disability service provider that specialises in Supported Independent Living (SIL), Specialist Disability Accommodation (SDA), Disability Supports and the Intermediary Services of Plan Management and Support Coordination.

This document outlines Southern Stay's commitment to delivering Disability Supports and Intermediary Services in strict compliance with the conflict-of-interest requirements of the NDIS Practice Standards and NDIS Code of Conduct.

Disability Supports and Intermediary service providers have separate roles. The difference between the provision of Disability Supports and Intermediary Supports is:

- The Disability Supports Provider is responsible for specialist support to enable people with a disability to live independently in the community and;
- The Plan Management Intermediary Provider is responsible for the Financial Management of a Participant's NDIS Plan.
- The Support Coordination Intermediary Provider is responsible for the implementation and ongoing support of a Participant's NDIS plans and goals.

If you choose a Disability Supports Provider and Intermediary Services Provider from the same organisation, in this case it is important that the organisation keeps these roles separate. You need to be comfortable with the relationship between your Intermediary Providers and your Disability Supports Provider. This will be discussed with you when you work through your Disability Supports Service Agreement.

If Southern Stay is your chosen Intermediary Provider, we will provide you with a separate Service Agreement for those Supports. The Disability Supports Service Agreement is only for your Disability supports.

Within Southern Stay, responsibility for Disability Supports service provision and Intermediary service provision are managed and supported in two separate and distinct operational areas, with separate structures and different executive leadership:

- Disability Supports Service Provision is provided through our Disability Supports teams, reporting to the Chief Operations Officer.
- Intermediary Service Provision is provided through our NDIS Services Teams, reporting to the NDIS Services Manager and the Chief Finance Officer.

HOW WE MANAGE THE CONFLICT

Southern Stay is committed to the pro-active management and documentation of any perceived or actual conflicts of interest that may arise in the delivery of these services.

Southern Stay ensures staff are aware of and strictly comply with the Southern Stay conflict of interest procedure when providing supports to all participants. Ongoing performance

management and training of their understanding and application of conflicts of interest are assessed and further developed.

Southern Stay upholds its commitment to maintain a clear separation of services where a participant has chosen to enter our use our Disability Supports where we are also an Intermediary Provider.

Southern Stay ensures that all participants are fully aware of these conflicts of interest prior to the commencement of any service provision. Should a participant choose to use another provider in a service area because of either of these conflicts of interest, Southern Stay will support and respect this decision.

If a participant chooses Southern Stay Disability Supports, as well as Intermediary Services, Southern Stay has several strategies in place to negate and manage the effects of this conflict of interest, which include but are not limited to:

- Ensuring all Southern Stay participants are offered choice, flexibility and control in the selection and delivery of all services provided to them.
- Maintaining clear separation of responsibilities between Disability Support staff and Intermediary Services staff.
- Ensuring separation of service agreements and privacy through separate client management processes.
- Explaining the difference between Disability Supports and Intermediary Services.
- Explaining that any choice made by participants about other supports will not impact the provision of the participants Disability Supports or Intermediary Services.
- Participants are informed of their right to change Disability Supports or Intermediary Services provider or other service providers and how to do this, as well as Southern Stay's feedback and complaints processes, as outlined in the complaints and feedback procedure.
- All conflict of interest documents developed by Southern Stay are reviewed under Southern Stay's Quality Assurance process and reviews will include staff, participant and stakeholder feedback where provided.

If you have any concerns about a conflict of interest in the delivery of services, please speak with a member of the Disability Supports Team or the Chief Operations Officer via phone on 03 5564 3444 or email COO@southernstay.org.au in the first instance if appropriate to do so .

You are also able to register a complaint or concern through Southern Stay's Feedback and Complaints process via secure portal link:

https://demo.camms.com.au/incident/Public/Index?Client=ssds_train

Or scanning the following QR code:

Complaints about NDIS service providers can also be raised with the NDIS Quality and Safeguards Commission, details available at www.NDISCommission.gov.au or by calling 1800 035 544